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ABSTRACT

This report presents results and recommendations of a two-year study and information-gathering effort by the New Hampshire Task Force on Homelessness, in compliance with the charge of the State legislature. The report is comprised of five sections. Section 1, "Introduction," presents an overview of the Task Force and a report on the State's Emergency Shelter Grant Program. Section 2, "New Hampshire People Who Are Homeless," describes the results of efforts to understand and document homelessness in the State and is divided into the following parts: (1) community public forums; (2) surveys of emergency shelters, local municipal welfare departments, and other agencies; (3) interviews with state agencies; (4) other indicators of potential homelessness; and (5) a summary. Section 3, "New Hampshire Exemplary Efforts," summarizes model responses of 15 communities and organizations within the following categories: (1) city welfare offices; (2) loan funds and rent/security deposit programs; (3) emergency shelter programs; and (4) special programs. Section 4, "Summary of Existing Problems and Recommendations," poses five key questions concerning homelessness and offers 25 recommendations for action and funding. Section 5, "Appendix," lists programs, organizations, and services in 10 categories and provides addresses, telephone numbers, contact persons, and other relevant information. The report includes one map, one graph, and one figure. (AF)

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Homelessness:
The New Hampshire Response

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THE FINAL REPORT AND RECOMMENDATIONS OF
THE NEW HAMPSHIRE TASK FORCE ON HOMELESSNESS

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About Our Cover

Families with children represent the highest number of Granite State people who are homeless

We met Andy at one of New Hampshire's emergency housing shelters. He's ten years old and doesn't have a place to call home.

But Andy is having more luck than some kids from families that are homeless. Last year more than 300 children were turned away from emergency shelters in New Hampshire because there were no vacancies.

Andy's dad is unable to work. His mom works long hours in an industrial laundry to keep the family going.

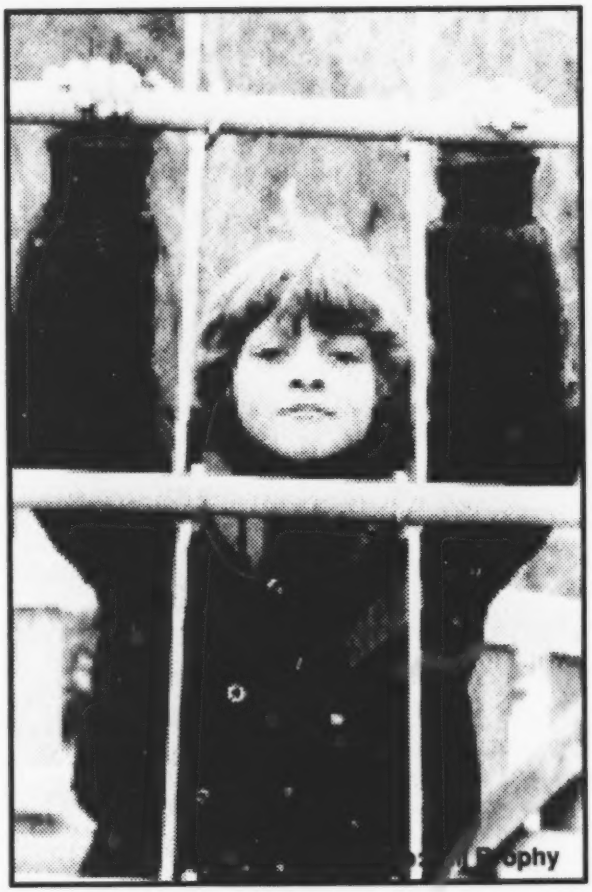
Andy had a Christmas this year. It even came early.

The day this photo was taken he got a new bicycle, a gift arranged by the manager of the shelter.

As chronicled in this report, the Legislature's Task Force on Homelessness has found that the significant, largest group of homeless people in New Hampshire is families and their children.

They are New Hampshire residents, though a small number are people who have relocated to New Hampshire in search of work.

Also, it seems that the children in New Hampshire's homeless families are young, most are under 12 years of age.



Before this report was published, Andy, his brother and parents found a place to live. It's a place to call home. It's theirs.

Much has been done in this state in the last 18 months to address the problem of homelessness. The state is on a good course. Many municipalities have improved their capacity to help people in their community.

There is still much to do, however.

This report outlines the scope of the problem, describes the effect of New Hampshire's recent attempts to be responsive and makes recommendations about where we can go from here.

Homelessness:
The New Hampshire Response

The final report and recommendations of
The New Hampshire Task Force on Homelessness

December 29, 1988

The Task Force members wish to thank former Governor John H. Sununu whose leadership and support were instrumental in creating New Hampshire's first, comprehensive program to assist communities in the establishment and operation of emergency shelters for homeless people.

New Hampshire Commission on Homelessness

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The Task Force also wishes to recognize and thank Donald L. Shumway, Director of the Division of Mental Health and Developmental Services and the following staff members of the Division who have contributed substantial time and effort to the Task Force in its efforts to assist New Hampshire communities and homeless shelters:

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Homelessness: The New Hampshire Response

The final report of The New Hampshire Task Force on Homelessness

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I. Introduction

This Task Force was charged by the New Hampshire Legislature with the critically important task of investigating the problem of homelessness in our state, and developing recommendations to deal with it. We have tried to report as accurately as possible on the full dimensions of the problem, and the very positive efforts that communities and the state have already initiated.

This report contains our most candid, and comprehensive, recommendations. We believe that the problem of homelessness must be addressed within a broad context of reforms and initiatives, both at the local and state level. These recommendations aim to refocus and restructure existing resources where possible, and call for new resources where necessary.

In these times it is understood that no one wants to face the problem of additional expenditures, either at the local or state level. The question, however, is what price are we willing to pay over the long-term by not dealing with these issues now? Are we creating communities that our own children will not be able to afford to live in when they grow up? Are we driving senior citizens out of our communities, by not addressing the problem of their fixed incomes and the increasing housing costs? Are we willing to see more and more families living in cars, in our community parks, in our state's homeless shelters? Will we allow children to grow up, homeless, in New Hampshire?

On behalf of all citizens of the Granite State, we believe that action is necessary, now, to create a future in which we all benefit from New Hampshire's prosperity; in which we all can go home.

A. An Overview of the Task Force on Homelessness

The New Hampshire Task Force on Homelessness was established in 1987 by the General Court in order to "devise a plan to confront the problem of homelessness" in our state. The plan is to join public and private efforts in leadership, planning, advocacy and financing. The plan is to be based upon a detailed assessment of homeless problems in the following areas:

Emergency Response

What needs to be done to provide relief on an immediate basis in terms of shelter, food, clothing, financial and medical assistance?

Transitional Services

How can homeless persons be assisted in the process of obtaining a place to live, a new job, and/or other services that are necessary to help them get back into a stable living environment?

Permanent Services

What do homeless persons need on an ongoing basis if necessary to assure that their living situation remains stable and permanent?

Prevention

What can the State of New Hampshire do in order to help prevent citizens and families from ever becoming homeless?

This final report represents our analysis of the problem and our recommendations in accordance with this mandate. Based upon the Task Force's initial findings and an interim report released in January, 1988, the Legislature passed its second major bill related to homelessness, the Emergency Shelter Grant-In-Aid Program. This bill provided an appropriation of $1.5 million to help New Hampshire communities broaden their emergency shelter programs in preparation for the winter of 1988-89.

The bill also created a permanent task force, called the New Hampshire Emergency Shelter Commission. The Shelter Commission, for its first year (July 1, 1988-June 30, 1989) consists of the same original seven-member Task Force. Appointments by the Legislature will be on a rotating basis thereafter.

Faced with two major tasks, the development of the final report and recommendations, as well as providing oversight to the Division of Mental Health and Developmental Services in managing the Emergency Shelter Grants Program, the Task Force formed two major committees, Program and Planning, and recruited many volunteers to assist. The Program Committee, consisting of representatives from many

agencies within the Department of Health and Human Services, was instrumental in reviewing the Emergency Shelter Grant Proposals and making funding recommendations. The Planning Committee, made up of representatives from shelters and other public and private agencies, performed the major task of assessing the problem of homelessness and developing recommendations to the Task Force.

Staff members of the New Hampshire Division of Mental Health and Developmental Services have been instrumental in assisting the Task Force with coordination of all of these activities, and in particular, the ongoing administration of the Emergency Shelter Grants Program. The work of all of these individuals has been vital in developing this report, and their investment is reflected here and in the success of the Emergency Shelter Grants Program.

B. A Report on the Emergency Shelter Grant Program

The Emergency Shelter Grant Program, per the intent of the Legislature, was to "assist in maintaining and making available additional emergency shelter facilities and to assist in meeting the operating costs of such shelters." The legislation required a local 50% match in order to qualify for funding. The local match requirement was meant to promote a strong, local base of support, commitment and control.

The Task Force had two major objectives in managing the shelter grant program:

1. to allocate funds quickly to already established organizations who could build new capacity in time for the late fall, early winter, and

2. to provide time for new organizations to form, develop plans, and generate the local match required.

Therefore, two rounds of funding were established, one with a proposal deadline of July 15 and one with a deadline of October 15.

As anticipated, all twenty-one of the first proposals submitted were from already established organizations providing emergency relief efforts. In response to the second round of funding in October, five new community groups had been established (Lincoln, Lancaster, Plymouth, Berlin and a Cheshire/Sullivan County coalition), and three new programs were proposed by existing organizations. Through the two rounds of awards, 36 of 52 proposals were funded.

In terms of dollars, $1.5 million was granted, and a total of $3,333,662 was requested. It should be noted that eight grant requests not funded in round one were resubmitted in October, and all but two of those received full or partial funding at that time.

In terms of actual bed capacity added to the state's emergency shelter network, 65 new beds were brought on line during the first six months of the year. Another 54 will go on line between January 1 and June, 1989. This represents an overall statewide increase of 33% in shelter beds.

A significant number of these beds (24) serve the three Northern counties (Coos, Grafton, and Carroll) of New Hampshire. This represents an increase of 141% of Northern New Hampshire's emergency shelter capacity. This capacity increase also includes four new shelters for women and children who are homeless due to domestic violence situations, one in Conway, Manchester, Portsmouth and Nashua. A Safe Place in Portsmouth already operates an existing shelter, and will be able to purchase a new facility which will provide significantly better accommodations for women and children. A fifth shelter, New Generations in Greenland, received a major grant to go towards the purchase of their facility. This program is the only

shelter in New Hampshire which is specifically for homeless pregnant women.

In addition to the capacity increases, significant improvements in shelter staffing and services were also made. A total of six revolving loan funds were funded. These funds provide loans for first month's rent and security deposits, often a major need of homeless persons in order to get back into a permanent housing situation.

All-in-all, the Task Force is pleased to report that this first effort has been a major success, and has established a new partnership between the state and communities in responding to the urgent needs of homeless persons and families. We hope to see this effort continue on a fully-funded basis.

Lancaster - 8 beds

Franconia - 8 beds
(Bancroft House)

Bristol - 10 beds

Lebanon - 4 beds
(Headrest, Inc.)

Conway - 6 beds
Carroll County. Against Domestic Violence & Rape

Laconia - 26 beds
(Salvation Army--18, Brewer House--8)

Claremont - 7 beds
(Women's Supportive Services)

Concord - 82 beds
(Salvation Army--26, Friends Program--34 Rape & Dom. Violence Center--22)

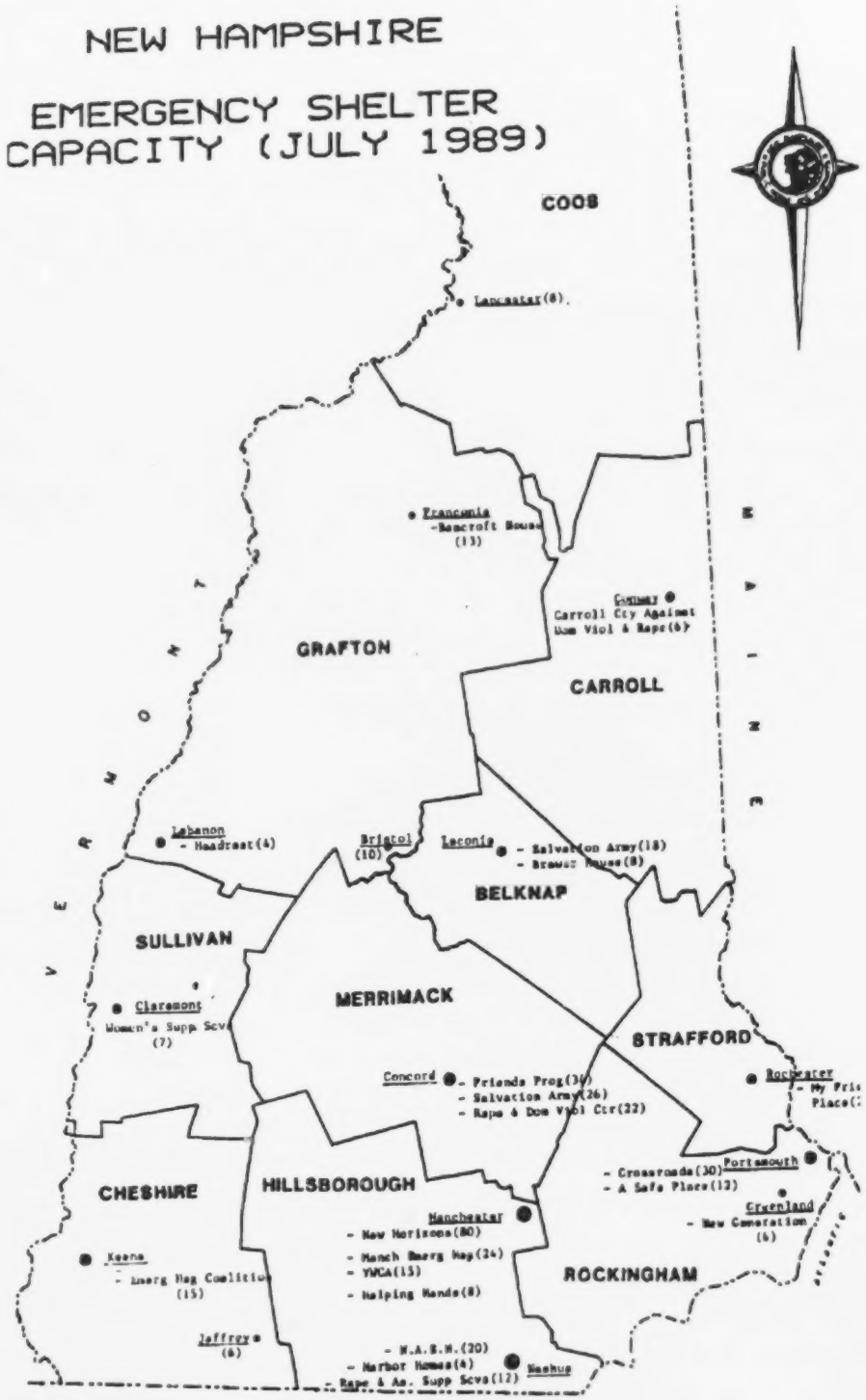
Keene - 15 beds
(Emergency Housing Coalition)

Jaffrey - 6 beds

Manchester - 127 beds
(New Horizons--80, Helping Hands--8, YWCA--15, Manchester Emergency Housing--24)

Greenland - 6 beds
(New Generation)

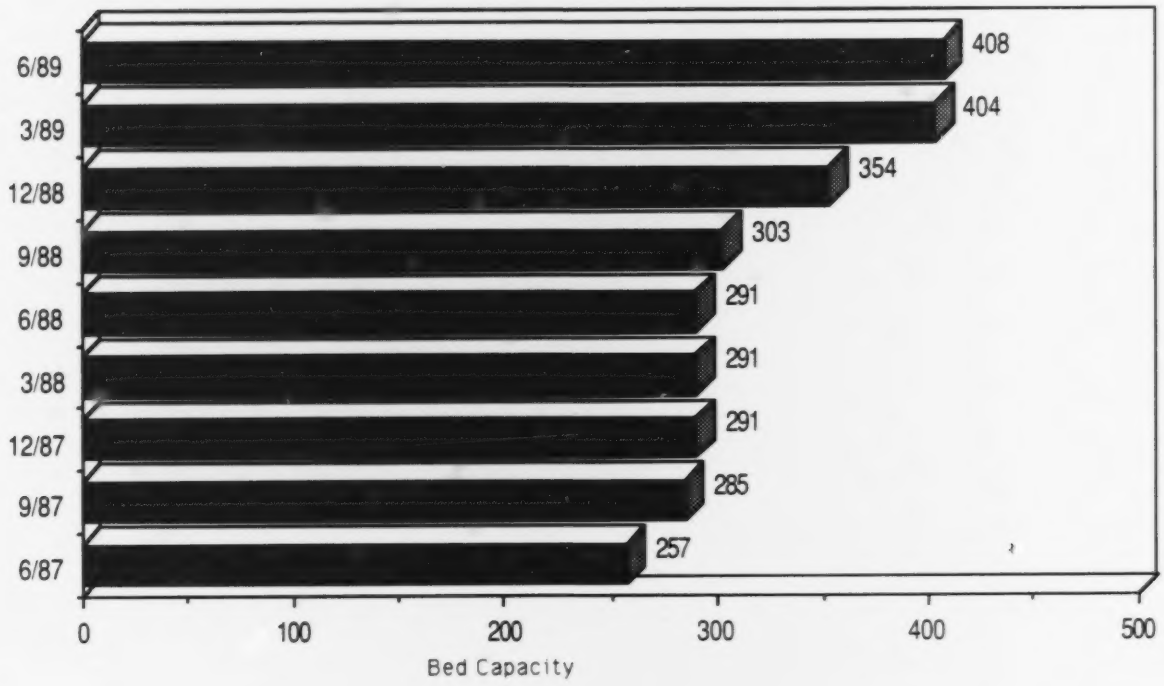
Rochester - 20 beds
(My Friend's Place)



Nashua - 36 beds
(N.A.S.H.--20, Harbor Homes--4, Rape & Assault Services--12)

Portsmouth - 42 beds
(A Safe Place--12, Crossroads--30)

New Hampshire's Emergency Shelter Capacity



II. New Hampshire People Who Are Homeless

A number of different efforts were made to better understand and document the problem of homelessness in New Hampshire. They range from public forums in the Fall of 1987 to formal surveys of emergency shelters and other organizations. The following section describes the results of each of these efforts.

A. Community Public Forums

The Task Force has undertaken a number of efforts to identify the dimensions of homelessness in New Hampshire. We began with local community meetings in thirteen cities around the state last fall, as well as visits to many New Hampshire soup kitchens as described in our Interim Report of January, 1988. Forums were held in Berlin, Littleton, Conway, Claremont, Keene, Rochester, Dover, Laconia, Concord, Nashua, Portsmouth, Manchester and Salem.

Statewide, more than 425 people took time to attend the forums. At each forum, testimony was heard by a "listening panel" composed of Task Force members, members of the Executive Council, state agency heads, municipal, legislative, clergy and lay leaders from that region. These local leaders were invited to assist in the process because the Task Force believes that enduring solutions to multi-faceted problems require the active, informed participation of each locale's leadership. Accordingly, over half of the "listening panel" members at the 13 forums were local leaders.

All communities described their local efforts to assist homeless persons. They also reported that they were faced with alarming increases in the number of homeless people, in particular, families with children.

Some comments from each forum are as follows.

Berlin

As reported a year ago, services for homeless people in Berlin consisted of one source of emergency food and a soup kitchen that serves warm, balanced food once a week. No provisions existed for housing, nor, according to testimony, was it easy to get food stamps for people. In the tri-county region there are 30-35 food pantries feeding 400-500 people. Some of those people would be homeless without the food programs because they would have to choose between paying rent and buying food.

"Many elderly resort to shoplifting so they can eat, " said a police detective. "What they are stealing is cat and dog food. Real people do not eat these foods, the elderly say, so they do not feel they are taking food away from people."

Conway

Teen-agers and people who come to the region looking for employment were described by speakers in Conway, but the area's working poor people and the elderly are the ones who most need services. Teen-agers awaiting placement to state programs or who have been forced out of their families seemed to be of special concern. They, and others, live in the campgrounds when weather permits.

Littleton

Speakers in Littleton indicated that the cost crunch is as true for the North Country as it is in the southern tier of New Hampshire. People who seek help most often are elderly living on fixed incomes, pregnant teen-agers or teens waiting for placement because they can't live at home, or families in transition seeking employment.

Claremont

"You don't have to be out of money to be homeless anymore."

"A lot of my clients have to choose between feeding their families and paying the rent."

The need for short-term housing was clearly expressed in Claremont. People arrive because they have heard about the low unemployment rate, but rents are high and housing is so hard to find that these families can't find a place to live, even if they can find jobs. Over the last few years the homeless population has changed from single men to whole families unable to obtain shelter. The homeless population includes children and single parents, and teens.

Concord

Teen-agers, working poor people, and people in need of mental health services need solutions to housing problems in Concord, where rents have increased 23% since1984. Owners of low-cost housing units will often sell their buildings. They are then renovated and rented for substantially more money than the working poor can afford.

Keene

High rents force many people on the streets in Keene. There are reported to be many homeless women and children. In warm weather, families stay in their cars and in campgrounds, but this source of shelter is obviously not feasible in winter. Many have health problems. Landlords want rents that total half the family income -- and this often is without utilities.

Dover

Single parents, many women who have no job skills, and couples who are working but poor, were reported to be in need of services in Dover. Some contributing factors mentioned were vanishing rooming houses, high rents, high security and utility deposits, low paying jobs with no benefits, high heating costs, and landlords that discriminate against families with children.

Laconia

As reported at the forum, jobs lure people here, but there is no place for them to live. Testimony was heard from several homeless persons, including a man who said, "We've done everything. We've gone as far as Franklin (looking for an affordable home). We can't find anything. It's just -- it's just so hard to live around here."

"Being homeless is terrifving," said a young, homeless, blind woman. "I know what facing the street is. It's pulling my hair out with fear of the violence that's out there."

Potential utilization of the Laconia State School campus for housing was recommended.

Rochester

The working poor, in particular, families headed by a single parent, need services in Rochester. Some of these families were reported to be living in sub-standard housing or in campgrounds. Lack of public transportation was also mentioned as an impediment to employment and housing options. This area cited a major need for a homeless shelter, and local efforts to establish one.

Nashua

Shelters in Nashua help many working poor people, ranging in age from the early 20's to late 60's. Their lives have been disrupted by loss of a job, catastrophic illness or loss of housing. High rents, lack of security deposits, and low vacancy rates were cited as contributing factors. The community had established an affordable housing task force.

Manchester

The working poor, people with families, teen-agers, elderly people -- all were described as needing services in Manchester. Vietnam veterans and battered women were also identified as part of the area's homeless population. Public and private shelters assisted l,l00 people in l986. High rents, low vacancy rates and lack of funds for security deposits were the reasons for homelessness most commonly identified.

Portsmouth

"People need homes. They need the security, stability, and privacy of a permanent home. Shelters are necessary responses to the problem, but they're not a solution. We need permanent, affordable housing."

Attitudes of people attending the forum in Portsmouth were that the community would have to work on solutions as a whole. Local initiatives to establish affordable housing were described.

Salem

In Salem, as well as in the rest of the state, groups in need of help were reported to be the working poor, single mothers, and people in need of mental health services. Substandard housing, low vacancy rates, and the high cost of decent housing were all cited as reasons for the problem. Some problems with zoning were also mentioned.

B. Surveys: Emergency Shelters, Local Municipal Welfare Departments, Other Agencies

In order to develop some general estimates as to the number of homeless people in New Hampshire, a number of surveys and formal interviews have been conducted. They are as follows:

Emergency Shelters

We collected data from all nineteen shelter providers in New Hampshire by written as well as telephone surveys and supporting data from proposals submitted to the Emergency Shelter Grants Program.

Twenty-three shelters will be on line by the end of Fiscal Year 1989. We did not formally survey Lazarus House in Lowell, Massachusetts or The Haven in White River Junction, Vermont, both known to serve New Hampshire citizens. The shelters surveyed included shelters for individuals, shelters for families, shelters for a mix of individuals and families, battered women's shelters, and a shelter for homeless pregnant women.

Local Municipal Welfare Departments

We conducted two surveys of municipalities and cities in New Hampshire, one in December of 1987 and one in October of 1988. Seventy-five municipalities responded to the first, 19 municipalities to the second, 81 municipalities responded to at least one survey and 13 municipalities responded to both. Respondents to the second survey, which collected numbers of homeless persons served, cover municipalities and cities which comprise a quarter of the state's population (267,377 of 1,057,000). All population estimates are based on the 1987 figures from the Office of State Planning.

Other Agencies Serving Homeless Persons

We surveyed all six Community Action Programs which offer emergency motel voucher programs, referral to emergency shelters, and security deposit loan funds to homeless persons. Information from organizations which assist battered women in safe homes was also collected. Also included is data from three non-profit, religious organizations which supply motel vouchers and/or security deposit loans.

The results of all of these surveys are summarized in accordance with specific issues as follows:

1. What are the estimated numbers of N.H. homeless persons ?

Based on estimates of persons served by each of the surveyed groups, we believe that 14,415 is an unduplicated, conservative, and partial estimate of homeless persons who will have been served during 1988. Over 50% of these homeless people are families and their children. This estimate does not include persons assisted by private agencies other than the Community Action Program agencies and it does not include persons assisted by churches, a number that we know is fairly high. The number also does not include homeless people who are not receiving any services, many of whom are adolescents under the age of 18 years and are reported to be living on the streets, or off and on with friends. This total estimate is based upon the following reported numbers, with a percentage subtracted for estimated duplication.

Based on the first six months of 1988, we estimate that shelter in emergency shelter facilities will have been provided to 4,693 persons with 733 of these being children. Nearly all shelters report increasing demand for shelter and some find this increase to be significant. Estimates reveal that 2,743 persons were turned away last year due to lack of capacity and at least 300 of these were children. Most shelters tell us that the demand for shelter in the summer of 1988 was as high as the demand the previous winter, leading us to believe that the demand during the current winter season will be higher yet.

From the municipal survey of the first six months of 1988, it is our estimate that 9,504 homeless persons will have been assisted by New Hampshire municipalities in 1988. Some of these persons were referred to the emergency shelters. This estimate includes 2,096 families with 3,668 children. Thirty percent of the municipalities reported an increase in requests for assistance from homeless persons.

Based on the first six months of 1988, we also estimate that the Community Action Programs will have served 4,645 homeless persons this year. An estimated 1,969 are children. Nearly all agencies also reported a sharp increase in the past year in the numbers of homeless persons seeking assistance.

2. Why are New Hampshire persons homeless?

Shelter providers estimate that the largest number of homeless persons come from their own independent housing unit and the next largest group were homeless prior to coming to the shelter (staying in another shelter, on the street, or in someone else's house). A small number come from special facilities (substance abuse or mental health residential programs or jails). Shelters tend to serve roughly equal numbers of local citizens, regional citizens, and persons from elsewhere in New Hampshire, with only a few coming from out of state. There appears to be some exchange of homeless citizens among shelters on either side of New Hampshire borders. Most people who leave the shelters go to permanent housing, some of which is substandard or too expensive. Others leave the area, some remain homeless, some go to special facilities (mental health, substance abuse, hospitals, etc.), and the outcome for some is unknown.

Shelter providers estimate that the vast majority of persons are homeless due to lack of affordable housing. Some shelters report serving a higher rate of special needs persons (some with substance abuse or mental health disorders or physically disabled). They also report that many of these special needs persons could maintain their own housing if they were not also poor.

Battered women's shelters are largely used by women with no financial resources; those with money usually find housing, services, and support without going to the specialized shelters. A few people are sheltered after their housing is destroyed by disaster. Many shelters, battered women's shelters aside, report serving victims of family violence.

Municipalities most often identify a shortage of affordable housing as the root cause of persons becoming homeless and impairs homeless persons' abilities to obtain permanent housing. Two closely related comments were also frequently mentioned: low wages offered by local factories which don't cover local average apartment costs and, the cost of local housing which is seen as too high. Unemployment and eviction are the most likely precipitants to becoming or remaining homeless.

Some municipalities also mentioned off-season expansion of unemployment rates and in-season shortages of rental housing. More and more housing is being owned as a second home and is not available for permanent housing. Out-of-state landlords are less responsive to local needs. Growth, people moving in from out of state, also contributes to escalating property values.

Most persons served by municipalities are from the town or county in which the program is located. Estimates are that three to ten percent are from elsewhere in the state and that only two to ten percent are from out of state.

All Community Action Program agencies reported the lack of affordable housing and/or money to pay for housing to be the most significant factors contributing to homelessness. Also, lack of appropriate

housing for families with children was listed. Evictions are estimated to be the most likely precipitant to homelessness.

Among applicants for service from Community Action Program agencies, more than half had no place of their own to stay the night before, just under half had recently lost their own housing units, and a few were in specialized programs (mental health or substance abuse programs or jail).

3. What services are provided to homeless persons?

The following describes complementary services provided by the three groups in our survey:

Municipalities generally report that they offer the services prescribed by state law and/or the guidelines adopted by the New Hampshire Municipal Association. This means that municipalities provide food, rent, or motel vouchers. They generally do not provide cash for purchase of anything, such as gasoline. Municipalities do not typically assist with security deposits. They are only sometimes able to refer clients to other resources. The usual requirement for receipt of assistance is to demonstrate the need.

Community Action Programs reported that they offer emergency motel voucher programs, some emergency rental assistance for persons not eligible for town welfare or when municipalities have exhausted their funds, referral to emergency shelters, and security deposit loan funds to homeless persons. Shelter providers reported to us that Community Action Program agencies often provide fuel assistance to persons leaving shelters who have located permanent housing.

Shelters provide temporary accommodations to homeless persons with some ancillary services. The number of beds in New Hampshire's 19 shelters is 354 now, going up to 408 by June 30, 1989 as a result of the rest of the shelter grants. Before any state or federal assistance, New Hampshire shelter beds totaled 257. Some shelters take walk-ins and some (usually those which are not staffed) are available by referral from local agencies.

Four regular shelters and five battered women's shelters are specifically structured and able to serve families. Most others take families in individual quarters or have an arrangement with a nearby shelter. Most shelters have recommended maximum lengths of stay, and all report that persons may stay longer if needed. The average length of stay varies from two days to six weeks. Most shelters have no rules about recidivism although a few discourage repeat stays. Most shelters encourage daytime activity outside of the shelter. Shelters for battered women allow women and children to stay in for security reasons. Some shelters are closed during the day.

Most shelters provide support, information and referral. A few have case managers. A few require housekeeping chores to be performed by occupants. A few have curfews. Alcohol and illegal use of drugs are prohibited. Most shelters exclude persons who are intoxicated (referring them to crisis intervention programs) and those whose behaviors are out of control (perhaps due to mental illness).

Some shelter providers specifically mentioned that they do not accept minors who are not accompanied by their parents or legal guardians.

4. What are the current, unmet needs of homeless persons?

Affordable housing, or money for security deposits and rent, is listed as a the most significant unmet need by more than half of the shelter providers. The next most frequently mentioned unmet need is child care. Health care needs were mentioned by five shelter providers. Meals, employment services, advocacy/information, and mental health services were each listed by three or fewer shelter providers.

The needs weighted most heavily by municipalities were money (for loan funds, security deposits, or first month's rent) and a housing referral capability. The next most heavily weighted needs, in descending order were: financial counseling, child care, and vocational services (educational services, employment assistance, and job training). The remaining needs clustered very closely together in priority and described as needed but less serious or urgent were: meals; medical care; marriage counseling; advocacy, information and referral services; and psychiatric care. In summary, assistance related to finding housing and having money to pay for it was the greatest need. Child care emerged as the most serious unmet service need, followed closely by vocational services.

5. What are the recommendations of agencies and municipalities surveyed ?

Shelter Providers' Recommendations:

Prevention: Most shelter providers recommended programs which will provide more affordable housing and/or rental subsidies. Some shelter providers mentioned affordable transportation, assistance for first-time home buyers, and medical insurance.

Emergency Response: Security deposits was the most frequently mentioned recommendation. Also frequently mentioned were more shelter space and more specialized facilities for persons who abuse substances. Some shelter providers recommended more support for existing shelters, case management, special services for persons who refuse mental health care, and emergency assistance for recipients of Aid to Families with Dependent Children.

Transitional Response: Shelter providers recommended that there be transitional housing and/or services especially for families, as well as more half-way and three-quarter-way houses for persons who abuse substances.

Permanent Response: The most frequent recommendation was affordable housing. Other recommendations included assistance for first-time buyers, security deposit loan funds, more multi- bedroom units for larger families, long-term financial and service supports for persons with special needs, and transportation. Other recommendations less frequently mentioned were: boarding homes, apprenticeship employment programs, increased wages and rent control.

Municipal Welfare Recommendations:

Prevention/Permanent: A need for more affordable housing was reported by 52% of the respondents. Some municipalities also mentioned a special need to assist persons on fixed incomes (elderly) and young couples.

Emergency Response: Forty-one percent of the municipalities which answered the question reported a need for more emergency shelter beds. Many of the rest believe that, due to the sporadic nature of requests and/or geographic disbursement of need in small rural municipalities, there is a need for motel voucher programs which are augmented by the existing network of emergency shelters. Of the municipalities which answered the questions, two-thirds, mostly those in areas without emergency shelters, use motel/hotel vouchers on a temporary basis. Several small municipalities responded that, even when they perceived no need for shelter in their town, bigger cities do need shelters.

Transitional Response: Some municipalities were emphatic in stating service needs, while others

ranked service needs low in comparison to offers of financial assistance. When service needs are identified, assistance with child care, employment training, job seeking, etc. are the most frequently mentioned along with assistance for persons with special needs.

Community Action Program Agencies' Recommendations

Prevention: For prevention, Community Action Program agencies recommended tenant support and housing assistance funds.

Emergency: Some Community Action Program agencies recommended programs for battered women and unwed mothers.

Transitional Response: Community Action Program agencies recommended transitional housing for families.

Permanent: Most Community Action Program agencies recommended only more affordable housing as a permanent solution to the problem of homelessness.

C. Interviews With State Agencies

There are a significant number of state agencies in New Hampshire whose functions, in different ways, provide support and assistance to persons who are homeless. There are many recommendations which theTask Force discusses in Section V. of this report relative to these programs. If further modified to support the efforts of local welfare programs, New Hampshire could provide a more comprehensive "safety net."

To a greater or lesser extent, every state agency interviewed knew of some homeless people within their client population. This ranged from relatively low numbers (less than a hundred statewide) reported by Children and Youth Services, Elderly and Adult Services and Community Developmental Services; to relatively high numbers (hundreds or more statewide) reported by Human Services, Human Resources (including the Community Action Programs), Education, Alcohol and Drug Abuse Prevention, and Community Mental Health.

While it was agreed that the number of homeless individuals and families has increased in the past two years, no hard data was presently being collected by state agencies to document this. The Department of Education has received a McKinney grant to document the extent of homelessness among children and youth. Their survey is scheduled for completion by December 31, 1988 with a subsequent plan of action due to be written by April 30, 1989.

New Hampshire Division of Human Services (DHS)

The Division of Human Services provides economic support programs and medical insurance and services (Medicaid) for low-income persons. The major support programs which provide financial assistance on a semi-monthly payment basis are:

1. Needy families with children under 18 (Aid to Families With Dependent Children) in which one or both parents is disabled, deceased, or absent from the home due to divorce, separation, abandonment, or institutionalization. Eligibility for AFDC also depends on a family's amount of income, expenses, and resources. Families which become eligible for AFDC are automatically eligible for Medicaid, which provides for medical and health care costs. The average monthly grant in Fiscal Year 1989 is $449;

2. Elderly, needy individuals who are 65 years of age or older (Old Age Assistance, OAA) who meet income and resource criteria. The net income limit for one person is $382.00 per month; and

3. Permanently physically or mentally disabled persons between the ages of 18 and 64 (Aid to the Totally and Permanently Disabled, APTD) or blind persons (Aid to Needy Blind, ANB) who meet

income and resource criteria. The net income limit for one person is also $382.00 per month.

The Division of Human Services also administers the federal Food Stamp Program. The Food Stamp Program provides assistance in the form of food coupons to eligible families. These coupons are used like cash to purchase food items essential for the good health of the family. Eligibility for food stamps depends on the household's income, resources and expenses. Households must meet gross and net income tests. If the household has a member who is elderly or disabled they need only meet the net income test.

Services and programs of the Division of Human Services are administered through nine District Offices, located in Claremont, Berlin, Keene, Littleton, Portsmouth, Concord, Laconia, Manchester and Rochester.

Individuals must go through an eligibility determination process, which may take several weeks to a few months. Currently, no emergency assistance programs are available, which means that eligible homeless persons may have to wait for some time before state aid potentially is provided.

New Hampshire Division of Elderly and Adult Services (DEAS)

The purpose of the Division of Elderly and Adult Services is to promote and protect the well-being of the elderly and of the incapacitated adults in the State of New Hampshire. Under RSA 161-D, the Division is required to investigate all cases where elderly or incapacitated adults are reported to be neglected, abused, and/or exploited. Since 1980, the number of Adult Protective Services reports the Division has received has increased over 300 percent, from 239 reports in 1980 to 883 reports in 1987. Of this number, 447 reports were substantiated. The most frequently reported type was self-neglect (404 instances) of people who live alone and who are unable to care for themselves to the extent that their situation is life-threatening.

The Division provides services which enable elderly persons and adults to remain in their homes as independently and as long as possible. Services offered include adult in-home care, nutrition services, homemaker services, adult group day care, respite care, and case management . Services are provided by twelve district offices and contract agencies.

DEAS receives referrals from individuals, hospitals, and other health care professionals and social service agencies. Supported living options for elderly persons and adults who are incapacitated are not sufficiently available to meet the needs identified.

The New Hampshire Division for Children and Youth Services (DCYS)

One major program of this Division is to protect children from abuse or neglect. This is accomplished through the provision of investigative and protective social services designed to maintain children in their own homes when possible. Where placement out of the home is necessary, the Division recommends

placement to the court, and places the child based upon a court order.

The other major program of DCYS is the provision of supervision to delinquents and children in need of services (CHINS) in the community. This mission was assumed in January, 1988, when the Division took over juvenile probation. The juvenile services officers assigned this duty make predispositional investigation recommendations to the court, and provide rehabilitative and public protection services, directly or by purchase, to delinquents and children in need of services.

There are also six juvenile services offices located throughout the state, supervising approximately 2,000 delinquents and CHINS, and conducting over 100 investigations each month.

DCYS, because of its current heavy case load, is not able to provide services and outreach to families unless a complaint of child abuse or neglect is being investigated or has been substantiated, or unless there is an investigation or court order related to a CHINS petition.

The New Hampshire Division of Mental Health and Developmental Services (DMH/DS)

Community mental health services are provided through a system of ten community mental health centers. State-funded services are focused on individuals who are seriously mentally ill and those in need of long-term community care and support. The centers primarily provide, for seriously mentally ill persons:

1. emergency services with 24-hour accessibility including mobile crisis response, brief hospitalization, and crisis housing;

2. intake and placement including medical and psychiatric screening and diagnosis; treatment and supportive services including case management, intensive and rehabilitative partial hospitalization (day programs), and a continuum of housing ranging from independent living units to group homes; and

3. maintenance services including the monitoring and supervision of psychotropic medications and counseling.

Inpatient psychiatric care is provided in general hospital psychiatric units under special contracts with local mental health centers, or at New Hampshire Hospital in Concord.

There are significant waiting lists, in particular for specialized housing, for mentally ill people in New Hampshire.

New Hampshire Office of Alcohol and Drug Abuse Prevention (OADAP)

The Office of Alcohol and Drug Abuse Prevention attempts to assure the accessibility and quality of treatment for those who are addicted to alcohol or other substances, to provide intervention in the lives of those at high risk of addiction, and to offer education and prevention. Through special contracts, crisis detoxification programs and longer-term rehabilitation programs are provided. There are not sufficient services on a statewide basis to meet the demand for detoxification and rehabilitation programs.

New Hampshire Department of Education

The New Hampshire Department of Education has a special grant from the Stewart B. McKinney federal program to evaluate the problems of homeless, school-age children in New Hampshire and to develop a plan to assist them. Based upon their initial efforts to collect data, their preliminary findings indicate the following:

1. There is a disparity among the number of homeless children and youth reported enrolled in New Hampshire school districts and the number of homeless children and youth reported by New Hampshire homeless shelters.
2. Schools do not always admit children and youth who do not have an address.
3. Admission to school may be denied without proof of academic or health records.
4. Social workers do not always insist on school attendance of homeless children and youth.
5. Transportation to school is not always available for these homeless students.
6. Child care is not usually available at an affordable price so that mothers can attend school; and older siblings do not have to stay out of school to baby-sit.
7. The definition of homeless is not clear (among schools).
8. There is a lack of coordination in seeking information and providing services to homeless children and youth.
9. Often the homeless are not seen or known by the community. Liability can be a problem for those who seek to help. Homeless parents do not trust the system. They are afraid their children will be taken from them.
10. Homeless mothers do not always see the need for education for themselves or their children. When food and shelter are scarce, education is not a priority.
11. Young mothers with children are a significant portion of the homeless in New Hampshire.

New Hampshire Division of Human Resources (DHR)

The Division of Human Resources coordinates anti-poverty programs by assisting local and state agencies to use state and federal funds.

DHR offers the following programs: fuel assistance, weatherization, community service block grant, refuge, relocation and employment and senior employment programs.

The primary agencies that the Division contracts with for services are the Community Action Programs which were surveyed individually by the Task Force.

D. Other Indicators of Potential Homelessness

The 1987-1988 Housing Advisory Plan prepared by the New Hampshire Housing Finance Authority contains a significant number of analyses of New Hampshire's housing market, both in terms of owner-occupied homes and available rental units. More importantly, the report contains an analysis of affordable housing needs in terms of very low income households. It is our belief that the current disparity between an affordable supply of rental units in New Hampshire and the high number of low income persons who need such units will continue to be the major cause of our state's homeless problem.

New Hampshire's Low Income Households

It is estimated that there are 44,000 very low income households, defined as 50% or less of median area income. The Table on 1986 Median Income shows household income by counties. On the average, very low income households spend 54% of their income on housing. It is further estimated that there are at least 35,000 New Hampshire households with incomes of less than $10,000 per year, that spend 50% or more of their income on housing expenses.

1986 MEDIAN INCOME *

State	31,263
Metropolitan	35,500
Non-Metropolitan	26,505
Counties	
Belknap	25,500
Carroll	20,500
Cheshire	26,625
Coos	22,857
Grafton	26,875
Hillsborough	35,417
Merrimack	30,135
Rockingham	36,875
Strafford	31,389
Sullivan	23,270

* *New Hampshire Housing Finance Authority Survey*

Female Headed Households (mothers with children) account for one-third (15,000) of all low-income households. On the average, these households are spending 62% of their income on housing, the highest expenditure rate of all very low income groups. (The state's major program for helping single-parent families, Aid to Families with Dependent Children has a current case load of 4,585.)

Elderly households comprise another one-third of all very low income households. Nearly two-thirds of

New Hampshire's single elderly persons are living on less than $10,000 annually. Again, NHHFA estimates that there are 15,000 very low income elderly households statewide. Nearly two out of three subsidized housing units in New Hampshire are targeted for elderly persons. However, the current demand for assisted elderly units, as well as for assisted family units, is far in excess of supply. Waiting lists with local housing authorities for elderly and family units typically run as long as two years in many parts of the state.

Families (both parents and one or more children) comprise about one-fifth (19%) of all very low income households. These families, according to NHHFA, "face inordinately difficult housing choices." Less than one-third of the state's 17,000 available assisted units are available for such families. New Hampshire Housing Finance Authority estimates that there are approximately 8,550 families technically eligible for such housing; add to that number the 15,800 very low income female headed households and there are 24,000 eligible families with children, or four times the number of eligible families for every one unit of assisted housing. It should also be noted that two-parent families are not eligible for any state cash assistance programs.

Single individuals account for 13.8%, or 6,072, of the state's very low income households. We estimate that some of these persons are permanently disabled and mentally ill persons who may receive assistance through the state's Aid to Permanently and Totally Disabled (2,544). Many of the others are thought to be veterans who are also mentally or physically disabled.

Although the NHHFA report indicates a slow-down in overall rent increases, the following facts are noted:

"While there has been an overall stabilization throughout the southern tier, rental costs there had already achieved relatively high levels, and therefore, in comparison to the average renter household income ($26,910) remain unaffordable to a significant segment of the population."

"The Lakes Region and specific local markets in the White Mountains continue to experience growth...resulting in a healthy real estate market fueled by the second home market, resulting in increasing land speculation, higher land prices and rental costs. Most significantly, displacement due to lack of available affordable housing among the less affluent has resulted."

"Rental costs in the Seacoast area continue to demonstrate the strength of the coastal real estate market. The Portsmouth-Dover-Rochester metropolitan area showed an increase of 8.2% in median rents."

"Median rents, however, provide only a limited indicator of general market conditions, while revealing little about the actual availability of units affordable to various income groups. Between 1983 and 1986, there has been a substantial shift in the supply of units renting for $500 or more per month, including utilities. Simultaneously, there has been a marked decline in the inventory of units renting for less that

$400. The effect has been to substantially diminish the supply of rental units affordable to lower income families."

As a further measure of the availability of units affordable to lower income households, vacancy rates are useful. Simple vacancy rates give an overall indicator of the rental market.

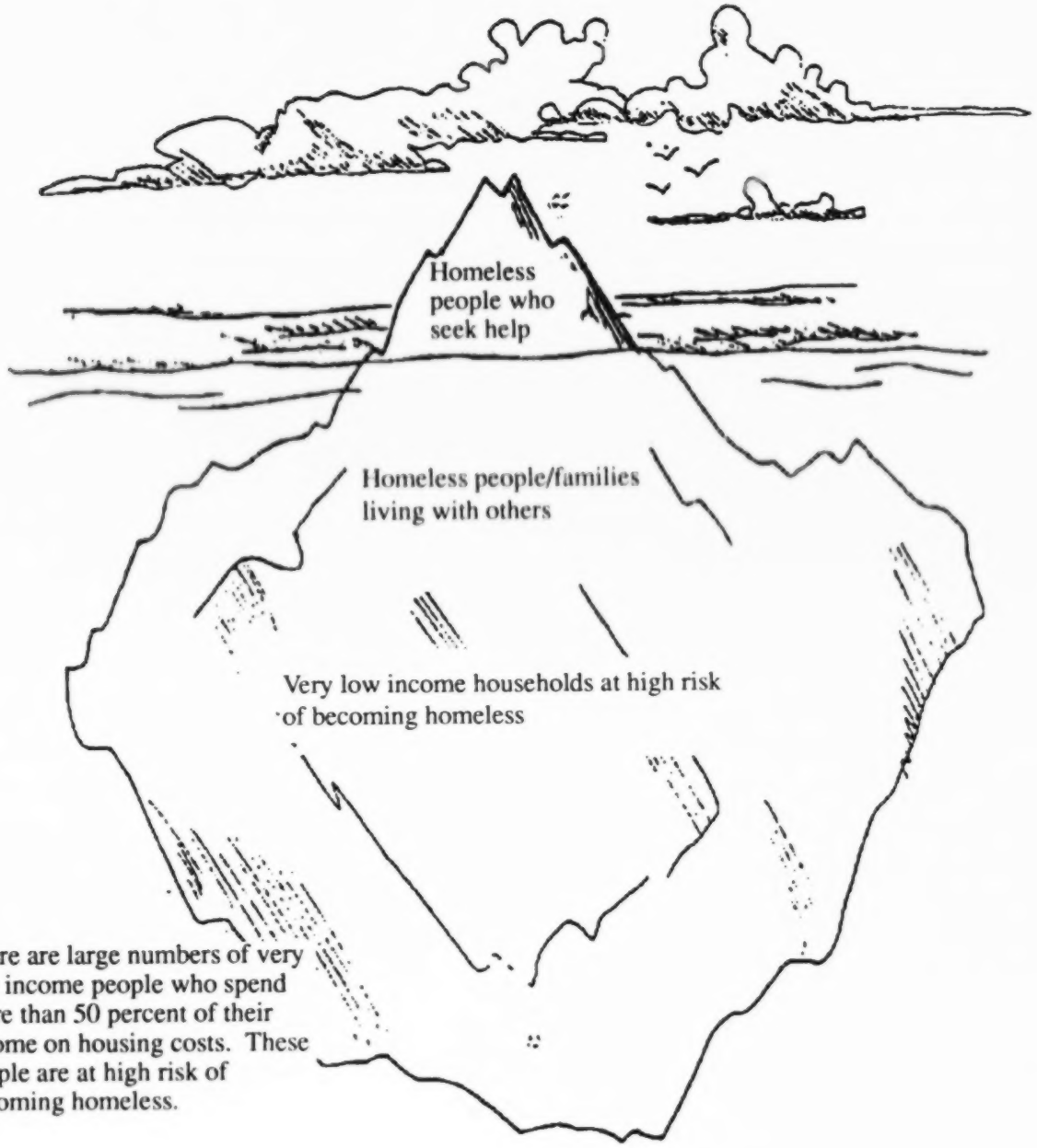
"They do not, however, provide insight into the specific characteristics of market performance with regard to low and very low income groups. Refined vacancy rate analyses reveal that the preponderance of vacancies occurs in the higher cost segment of the market. Vacancy rates for units renting at levels affordable to lower income persons or very low income persons participating in existing housing subsidy programs, generally fall around 2% compared with a 7% vacancy rate at the upper end of the rental spectrum ($700-$800). In southern tier metropolitan areas, vacancy rates for units affordable to lower income households are as low as 0%, implying the absence of available units."

E. Summary

In summary, it would appear that the significant, largest group of homeless people in New Hampshire is families and their children. Based upon all data collected, these are predominately New Hampshire families who are already living here, although there are some small numbers of families who are temporarily homeless after relocating to New Hampshire in search of a job. Several national studies indicate that families with children are the fastest growing group of homeless persons. This appears to be true in New Hampshire as well. Although there is no hard data at this time, from our observations and discussions it seems that most of the children in New Hampshire's homeless families are very young (under twelve years of age).

As was reported from all sources, the main factors which precipitate homelessness are an inability to maintain housing costs, either as a result of income which is seen as too low, housing costs which are too high, or both. The most often stated recommendations were made related to these two issues, assistance needed on the income side, or housing costs which are more affordable.

Also, as in other states, there are other groups who have a combination of problems, very low incomes coupled with disabilities, who become homeless. These persons are primarily mentally ill, substance abusers, or veterans. These persons are more likely to end up in New Hampshire's homeless shelters, whereas families are usually temporarily housed in motels/hotels. Clearly, these individuals need housing which they can afford as well as other specialized and professional services.


Homeless people who seek help
Homeless people/families living with others
Very low income households at high risk of becoming homeless
There are large numbers of very low income people who spend more than 50 percent of their income on housing costs. These people are at high risk of becoming homeless.

The Iceberg Analogy:

An overview of the homeless problems in New Hampshire

III. New Hampshire Exemplary Efforts

In our discussions with New Hampshire communities and our review of programs, it was apparent that many model efforts are under way. It should be noted that, for each of the programs mentioned, the compassion and commitment of the staff represented the most critical element of success. While there are many good community efforts under way, New Hampshire's exemplary responses, in our opinion, are as follows:

A. City Welfare Offices

New Hampshire local welfare departments, per RSA 165, provide the "front-line response" to citizens who are homeless. In the following communities, the local welfare administration provides a particularly comprehensive response to people and families who are homeless.

1. **The City of Concord Welfare office** provides a well-orchestrated and broadly-supported program of assistance and services. A local church provides petty cash on a monthly basis to the Welfare Department for miscellaneous expenses such as laundry and taxis; another church provides $100 a month for a "special needs account" for purchase of items such as tires, auto parts, clothing for work; the Business and Professional Women's Club and Zonta provide professional clothing (including shoes) for women returning to the work place; the local cosmetology school provides gift certificates for haircuts for men and women returning to work or seeking employment; and all churches offer some ongoing assistance with other expenses on an as-needed basis.

   Concord has four shelters, a rent Security Deposit Loan Fund, six emergency food pantries, and two soup kitchens. The City's Welfare Department provided some form of assistance to 210 families in the first six months of 1988.

2. **The City of Manchester Welfare office,** among its many other welfare services, takes full responsibility for funding a family shelter operated by Manchester Emergency Housing Program (MEH). The program is a private, non-profit, community-based organization. Manchester City Welfare is a participant on the board of MEH. From October 1981 to November, 1988 they have served 3,275 people. With assistance from the Legislature's Emergency Shelter Grants Program they will hire a case manager to assist their occupants in securing permanent housing.

3. **The Town of Salem's Welfare department** provides a very broad safety net, temporarily offering assistance in the form of vouchers for food, shelter, heat, utilities and other necessities to residents who have no other resources to get through difficult times or crises. The Town assisted 120

households in need of general assistance in 1987 at a cost of $52,276. The greatest expense assumed by the Town ($42,000 in 1987) was housing subsidies. Due to the area's high rental costs, much assistance is provided to prevent families from being evicted.

B. Loan Funds: Rent/Security Deposit Programs

1. **The Manchester Area's Security Deposit Revolving Loan Fund** began in January, 1988 under the sponsorship of the Greater Manchester Low Income Housing Network. The Network had chosen security deposits as the aspect of homelessness and lack of affordable housing problem that it would begin addressing. The New Hampshire Non-Profit Housing Corporation has fiscal responsibility for the Security Deposit Revolving Loan Fund, while members of the Network continue to oversee the operations of the fund by serving on its policy-making board.

   During the first nine months of operation, the Loan Fund assisted 72 households in obtaining housing through the use of a security deposit loan. This meant that a total of 189 individuals, including 100 children, were able to secure housing. At this point, 90% of these individuals and families have maintained themselves in their new housing.

2. **Strafford County's Guarantee Fund for Rental Security Deposits** is operated by Strafford County Community Action. Families/individuals make application for a Guarantee for Rental Security Deposit at any of five outreach offices of Strafford County Community Action, Inc. The application process includes an assessment of monthly resources and expenses to determine the ability of the applicant to support the monthly housing costs. This program is expected to be operational in January, 1989. The prospective landlord enters into an agreement with the tenant and Strafford County Community Action, Inc., which allows the tenant to pay the security deposit directly to the landlord in six to eight monthly installment payments. Through the agreement, Strafford County Community Action, Inc. guarantees that the landlord will receive any outstanding monthly installments should the tenant default.

C. Emergency Shelter Programs

The following programs are mentioned for their responsiveness to persons and families who are homeless, and in particular, their efforts to assist people to get back into a stable housing and living situation.

1. **The Friends Emergency Housing Program in Concord** serves approximately 600 individuals each year, the majority of whom are families. With assistance from the state's Emergency Shelter Grants Program, the Friends Program has just purchased a new building in downtown Concord. The building features four separate, large apartment units, each with separate bathrooms, bedrooms, living rooms and kitchens.

   Each family and/or individual is provided with an intake session within 24-hours of admission to assess needs and identify all available local resources. An "action plan" is developed, and persons are supported and assisted as they follow through with their plan. Lengths of stay for families is growing due to their difficulty in obtaining permanent housing.

   Health screening is provided in concert with the Concord Visiting Nurses Association. Educational services, such as tutoring, are currently being offered through an arrangement with Project Second Start, a local adult educational program for non-traditional learners. The program refers all likely candidates to the N.H. Job Training Council. Local high school students volunteer baby-sitting services to the program.

2.. **A Safe Place in Portsmouth** opened the first staffed shelter in New Hampshire for battered women and their children in April, 1979. From opening the shelter until September, 1988, shelter has been provided for over 2,000 women and children. Emergency shelter is provided for battered women and their children in a supportive environment. The shelter can house up to twelve individuals at a time; length of stay is based on individual circumstances. One-on-one peer counseling and support, legal and social service advocacy, including assistance with welfare agencies, affordable housing, and obtaining protective restraining orders is provided.

   Also provided is a comprehensive children's program for shelter residents. With the help of the state's Emergency Shelter Grants Program and an extremely innovative, low-interest loan program provided by the City of Portsmouth, A Safe Place will be purchasing a new facility.

3. **The Keene Emergency Housing Coalition** is a group of organizations which jointly operate an emergency shelter for single people in a rented, five-bedroom apartment. They recently were awarded a N.H. Emergency Shelter Grant-In-Aid in order to open a second apartment specifically for families. This is a good model for small communities seeking to respond to a small but steady flow

of homeless persons without incurring expensive capital costs.

4. **Cross Roads House in Portsmouth** is the state's only shelter serving the Seacoast area. From December 1, 1987 to June 30, 1988, 278 individuals and families were served. The facility has a new two-story addition that provides 20 separate units, each with their own efficiency kitchen unit and private bath. Cross Roads focuses extensively on assisting clients with access to service agencies. A significant number of the clients come to Cross Roads after going through local detoxification programs. Many clients stay at Cross Roads for up to six months.

5. **New Horizons Shelter in Manchester** provides shelter for up to 75 people each night and offers special health clinics several times a week for the city's homeless people. The Visiting Nurses Association provides these clinics through a grant from Stewart B. McKinney federal funding. Other special clinics such as podiatry services and women's health services are also provided. A physician is available at one clinic for three hours each week. Nurses and nurse practitioners provide other clinics and health services. Referrals, when indicated, are made to local hospitals or other specialists.

6. **The Tri-County Community Action Program, Inc. in Berlin** serving the three northern most counties in the state, has designed a program to serve approximately 400 families who are homeless. Tri-County provides shelter, using local resources to maintain families within their own communities in order to minimize disruption to each family's daily routines. The agency also provide services including food, assistance in securing permanent housing and in planning for each family to become self-sufficient. Tri-County works closely with local social service agencies and assists individuals and families who use the existing emergency shelters located at several sites within the three-county area.

D. Specialized Programs

1. **Headrest, Inc. in Lebanon** offers comprehensive crisis intervention and support services to the Upper Valley communities. It has special expertise and capacity for persons with substance abuse or mental health problems. The Emergency Shelter Program provides short-term housing for up to five individuals, maintains a 24-hour hotline, and provides a professional drug and counseling service. In 1987, lodging was provided to 203 persons. Nearly one-half of the total served were substance abusers. This program offers a short-term stay with maximum assistance provided to assist people in obtaining other support or assistance with their housing needs.

2. **The Mental Health Center of Greater Manchester** operates a residential program which exemplifies a strong public/private partnership as well as assuring long-term affordability of housing for mentally ill people who are so often made homeless due to their poverty or behavior problems. Their Cooperative Apartment Program is comprised of 48 beds in one and two bedroom apartments throughout the city. Clients live in integrated settings and have their own lease agreements with the landlords. The apartment rents are subsidized through the Manchester Housing Authority. The clients agree to accept residential services and supervision from the mental health center.

3. **West Central Services in Lebanon,** one of New Hampshire's ten, comprehensive community mental health centers, has recently been awarded federal Stewart B. McKinney Act Homeless Assistance funds and matching state funds to operate a transitional housing program. The program is an apartment building with 24-hour supervision for residents. This design is particularly suitable to serve young, homeless mentally ill adults with appropriate supervision while offering the privacy and independence that accompanies having your own apartment.

4. **Central New Hampshire Community Mental Health Services in Concord,** another state-supported mental health center, has worked with local landlords in Concord and Franklin to locate housing for mentally ill people in independent apartment settings. The center works with landlords to find appropriate housing for its clients and provides on-going consultations to the landlord in areas such as notifying the center or client as appropriate, if and when housing or other issues arise. The center provides an array of on-going services, supports and mental health subsidies to eligible clients appropriate to each person's needs. The center's current capacity is 83 beds.

IV. Summary of Existing Problems and Recommendations

Based upon the information received from New Hampshire communities the Task Force has defined homelessness very broadly to include any person or family who has no place to live. Homeless people in New Hampshire include single-parent households, working families, adolescents who have left home, victims of domestic violence, or people whose lives have been disrupted by alcohol/substance abuse, mental illness, or both.

There are large numbers of "near homeless" people who live precariously close to the edge of crisis. They are New Hampshire's very low income households, the working-poor and those persons on fixed incomes (elderly, disabled or mentally ill, veterans). Their limited resources, in light of the high cost of housing, keep them in a perpetual struggle. They battle, not to get further ahead, but to stay even with monthly expenses and avoid falling further behind. Economically vulnerable, very slight changes in their economic situations tip them over the brink.

These recommendations are meant to address the needs of those who become homeless as well as preventive measures which would significantly help those persons who otherwise may become homeless.

A. Who Should Take Primary Responsibility for Helping Homeless Persons ?

Based upon the great diversity of needs among homeless persons, a number of organizations need to be involved. Good collaboration among these groups at all levels is essential in order for the homeless person to travel a clear and quick path to permanent housing, rather than experience an an obstacle course of conflicting local and state rules, and insurmountable hurdles.

1. **Overall, major responsibility for assisting persons should continue to rest with New Hampshire towns and counties in accordance with RSA 165, Aid to Assisted Persons, and RSA 166, Aid to County-Assisted Persons.** New Hampshire law (RSA 165) requires that "whenever a person in any town is poor and unable to support himself, he shall be relieved and maintained by the Overseers of Public Welfare of such town, whether or not he has residence there." We further recommend that each municipality adopt the "guidelines for the Administration of General Assistance" developed by the New Hampshire Municipal Welfare Association.

2. **The New Hampshire Department of Health and Human Services must provide significant support to local municipalities in assisting homeless persons in several areas.** We recommend that each of the agencies below develop a plan for implementation to be reviewed by the Commissioner and endorsed by the Commission on Emergency Shelter. This plan should be submitted to the Commission by November 1, 1989.

   a. **Families should be provided with special outreach efforts and supportive services**. The Department needs to identify which division assumes lead responsibility for families. If necessary, enablilng legisiation should be developed to make it clear that services and supports to homeless families or at-risk families may be provided on the basis of a referral or request for help, as opposed to a report of abuse/neglect which requires a formal investigation and potential legal proceedings.

   b. **Runaway and/or abandoned youth should be provided with aggressive outreach efforts and supportive services by the Division of Children and Youth Services (DCYS).** If necessary, 169-A, Children in Need of Services should be amended to make it clear that DCYS must provide aggressive outreach and support to juveniles on the basis of a referral or request for help, as opposed to a legally-filed petition alleging that a child needs services. We believe that a court-ordered process for helping these children is unnecessarily complex,

costly and unresponsive.

c. **Adults who abuse substances or who are recovering from the abuse of substances should receive special outreach efforts and supportive services, including housing services from the New Hampshire Office of Alcohol and Drug Abuse (OADAP).** OADAP has made significant progress in expanding the number of detoxification and rehabilitation programs throughout New Hampshire. This agency has also expanded case management and supportive services. However, more outreach crises intervention, and transitional services are needed on a statewide basis.

d. **Adults who are mentally ill should have access to a full range of community-based services including special outreach efforts, established by the Division of Mental Health and Developmental Services (DMH/DS) in accordance with RSA 135-C, New Hampshire Mental Health Services System.** The DMH/DS, as supported by the Legislature, has initiated many outreach service efforts to homeless mentally ill persons. These efforts include specialized housing, emergency services available on a 24-hour basis, continuous treatment teams and outreach case managers. These services must continue to be responsive to the needs of mentally ill persons at high risk of homelessness, and need to be available on a statewide basis.

e. **Homeless persons in New Hampshire shelters who may qualify for state assistance programs should receive more aggressive outreach and assistance from Division of Human Services (DHS) technicians.** Local agreements between DHS and emergency shelters should be in place to identify how homeless persons will be assisted in applying for state benefit programs.

f. **All of the above local and state efforts must achieve better coordination to assure that homeless persons and families receive timely and adequate assistance which will minimize the length of time that one is homeless.** We urge that the New Hampshire Interagency Council on Homelessness meet on a monthly basis, and that membership be broadened to include two members of the New Hampshire Municipal Welfare Association.

B. How Can We Assure That Adequate and Responsive Emergency Relief and Shelter Is Available on a Statewide Basis?

As indicated, the State's Emergency Shelter Grants initiative has had a major impact on making emergency shelter and other forms of relief more available on a statewide basis for homeless families and individuals. **The Task Force recommends further improvements to the emergency response system in order to assure that:**

1. Homeless victims are able to quickly access adequate, safe emergency shelter.
2. Services provided by local welfare and other local groups are well-coordinated with other local and state programs.
3. Homeless persons receive appropriate and immediate assistance to find and maintain permanent housing.

The following recommendations address these concerns:

1. **Further efforts are needed in order to provide shelter for homeless families.** Families appear to be the fastest growing segment of New Hampshire's homeless population, and need a strong, specialized response. We believe that congregate shelters that house homeless individuals are generally inappropriate for families with children. We also believe that families should only be housed in a motel unit if it is expected to be an extremely brief stay. We recommend that New Hampshire's communities have special apartment units available for temporary use by families. In providing such units, however, there must be services in place to help the family obtain a permanent living arrangement.

2. **New Hampshire's emergency response capacity for indigent individuals needs further expansion.** This is based upon our review of existing shelter capacity, the number of people who have been turned away from shelters during the past eight months, information from municipal welfare directors, a careful analysis of the Emergency Shelter Grants Program which were funded and are being phased-in, and those which were not funded based upon funding limitations. There are several shelters where guests sleep on the floor when the shelter is at capacity.

3. **Additional, safe shelters are needed for women and their children who are victims of domestic violence.** The New Hampshire Coalition Against Domestic Violence, the New Hampshire Emergency Shelter Grants Program, and, in particular, local community efforts, have made much

progress over the past years in establishing a safe-home network for victims of domestic violence. This network includes a number of very new, specialized facilities in Conway, Manchester, Nashua, and Portsmouth. It is our expectation that additional family shelters will provide relief to many women and children who must flee their homes for safety. However, for those women who anticipate serious physical reprisal, secure shelters with special services and supports are necessary.

4. **A statewide hotline should be established to assist homeless persons find immediate and safe emergency shelter.** Although some municipalities have after-hours coverage, most local welfare directors are available only during normal work hours. One toll-free number and referral service should be available for any person to get information from. It is recommended that this function be added to an already existing statewide information service. It is also recommended that the hotline provider collect data on the number of homeless persons seeking assistance, as well as provide follow-up inquiries to determine how homeless situations have been resolved.

C. How Do We Provide Transitional Services and Support for Those Persons Who Need More Than "A Place to Call Home"?

Transitional services include a range of supports that will help persons find more permanent solutions to homelessness. There are a number of initiatives in New Hampshire which could be expanded or built upon to provide more assistance to homeless persons who need "a hand-up."

1. **Security deposit/first month rent loan funds need to be available in every county to assist homeless persons whenever appropriate, with the cost of obtaining rental housing.** A significant number of homeless persons are homeless as the result of evictions, which have primarily resulted from their inability to keep up with rent payments. (This problem is further addressed in our permanent solution recommendations.) In order to get back into a rental situation, a loan can be of major help to the family with past debts owed to a landlord, or a first month's rent and/or security deposit, or sometimes, utility deposits. These loan funds are available in many more parts of the state as the result of the state's Emergency Shelter Grants Program. We believe that these loans are a far better way to assist persons, in particular families, to obtain housing and avoid a lengthy shelter stay.

2. **Transitional housing and services are needed to assist homeless families who are living in shelters, hotels or motels.** Services should focus in particular, on securing improved, more permanent shelter, financial assistance, employment or job training assistance and day care. Emergency day care must be made available so that families in crises can conduct housing and/or job searches. It is recommended that this day care be provided by family day care providers who have received some special training in understanding the special needs and problems of homeless children.

3. **The State of New Hampshire should establish the Emergency Assistance Program within the Division of Human Services for recipients of AFDC (Aid to Families with Dependent Children). The Special Needs Program for adult state supplement beneficiaries (OAA, APTD, ANB) should be reinstituted.** The Emergency Assistance Program, which would qualify for 50% matching funds, is specifically for the purpose of helping Medicaid recipients under the AFDC program to obtain items of an emergency nature. This would include first month's rent, security deposits and the like. Familieswho would qualify for AFDC could get, very quickly, funds to help secure an apartment, clothing, and other basic necessities. Current families on the AFDC program are at high risk of eviction due to high average rental costs and low shelter allowance. The

Emergency Assistance Program would also help to prevent evictions. The Special Needs Program provides the same types of immediate support, in particular for shelter-related expenses, for eligible elderly and disabled persons.

4. **Expand New Hampshire's successful Job Training Partnership Act Program (JTPA) to address the special needs of homeless people.** Despite one of the lowest rates of unemployment in the nation, most of the new job opportunities require skilled labor. The majority of homeless people in several recent studies have been found to have employment histories involving manual and unskilled labor. Their ability to get good jobs is limited by their lack of skills and access to training. Also, the instability associated with shelter living makes sustained participation difficult in training and job placement. There must also be supports within shelters and the employment program which foster sustained participation.

5. **The state's Office of Alcohol and Drug Abuse Prevention (OADAP) must develop transitional living programs and support services for persons who complete a detoxification or rehabilitation program.** There are no income support programs for recovering alcoholics, and very limited transitional housing support. These individuals are at very high risk of being unable to locate and afford housing, and secure employment, after completing a detoxification or rehabilitation program. Specialized transitional housing and services must be developed for recovering alcoholics or substance abusers.

6. **The Division of Mental Health and Developmental Services must complete the establishment of mobile Continuous Treatment Teams (CTTs) in each region of the state.** Up to 30% of the homeless people in New Hampshire shelters are estimated to be mentally ill. The CTTs have been established in several regions to provide active and aggressive outreach and professional services to mentally ill persons who would otherwise not participate in programs or receive services. It is essential that each mental health center have the capacity to locate, support, and assist homeless mentally ill persons.

7. **The Division of Mental Health and Developmental Services should institute minimum standards for the quality of care and services in emergency shelters, as well as a program of monitoring.** A minimum set of standards should be developed as guidelines to all New Hampshire shelters. These standards should be developed in conjunction with the New Hampshire Shelter Coalition and approved by the Emergency Shelter Commission. These standards should establish the rights of homeless persons to humane, safe and decent care, and the expectations of any shelter receiving state funds as to services which should be offered. A quality assurance and technical assistance program should be established by the Division of Mental Health and Developmental Services to assure that these standards are met.

D. How can Homeless Persons Achieve Stabilization and Permanence ?

Obviously, it is vital that permanent, on-going supports be made available to the most vulnerable persons. There must be a firm linkage of housing and supportive services for those persons characterized by chronic poverty, unemployment and mental illness.

1. **The state should establish an incentive program for municipalities who provide rental vouchers to persons who would otherwise be homeless.** Many New Hampshire municipalities are attempting to help persons retain their current housing, and avoid evictions, through rent voucher programs. There are also many municipalities who do not provide such assistance. The Task Force recommends that the state provide an incentive and some limited relief to municipalities who provide rental vouchers. Most of the persons assisted through this effort will be those who are on housing authority waiting lists for local, federally subsidized housing and therefore the local rental vouchers will provide temporary, interim relief. The Task Force recommends that the state's annual contribution would be on the basis of budget appropriations, would involve an annual competitive grant application and award process, and would require a minimum 50% local, municipal cash match. We also recommend that a primary condition of eligibility would be the municipality's assurance that it adheres to the recommended guidelines of the New Hampshire Municipal Welfare Association for assistance to indigent persons. It is also recommended that, as with the Federal Section 8 Housing Program, tenants would pay a percentage of their net income toward monthly rent. We recommend that this be up to 25 percent.

2. **The Division of Human Services' welfare reform initiative should include all Medicaid recipients who are at high risk of homelessness.** The Division of Human Services has begun a very successful welfare reform initiative which has helped long-term welfare recipients obtain employment and transition off of state aid over time. This program would also be very helpful to homeless persons, especially families, who also need assistance in transitioning from state assistance programs to self-sufficiency.

3. **The Division of Mental Health must continue to expand the number of supported housing programs for mentally ill persons.** Not withstanding the significant accomplishments over the past five years of the state's mental health system to provide community services and housing, there are still too many mentally ill persons who are living in New Hampshire shelters. These persons need

permanent housing arrangements in the community that are professionally supervised and staffed. In that mental illness is a long-term disease, the community mental health housing network does not experience much turnover of clients. Additional residential care services are critically needed for the mentally ill population.

4. **Division of Adult and Elderly Services initiatives should be directed towards development of more supported living options for elderly and incapacitated persons.** Although there are a significant number of affordable housing units set aside for elderly persons in New Hampshire, there are a very insufficient number of units where special services and supports are also offered. For semi-independent elderly and incapacitated adults, such units are far more appropriate and less costly than nursing home care.

E. How Can We Prevent Homelessness From Occurring ?

The basic, underlying cause of homelessness is the cost of housing and the inability of many of our citizens to pay for it. Depending upon one's perspective, we have heard repeatedly from all sources that the problem is the result of: wages which are too low, public benefits which are too low for people on fixed incomes (elderly, single parents, physically disabled and mentally ill, veterans. and housing costs which are too high.

In addition to the over-riding problem of income versus cost of housing, there are often additional social problems which compound an individual's or family's ability to maintain stable housing. These are primarily: domestic violence, including child abuse; alcohol and drug abuse; and mental illness.

Our recommendations are as follows:

1. **The state needs its own rental voucher program, funded on a matching basis with local municipalities.** This recommendation has already been presented as our first priority for the stabilization and permanence of homeless persons.

2. **State cash assistance benefits to the elderly (OAA), disabled (APTD), families with dependent children (AFDC), and Aid to the Needy Blind (ANB) must be increased to reflect New Hampshire's housing costs.** Statewide average rental costs range from $425 to $600 per month, and the maximum AFDC shelter allowance is $233. For those persons who do not have federally subsidized housing, our state's cash assistance programs are simply too low to help our poorest citizens, in particular single mothers with children, to live in safe and decent conditions.

   Homeless persons may be better served if the AFDC program was converted to a flat grant basis. Currently, persons who are homeless and qualify for AFDC can't get a shelter grant until they obtain housing. They often suffer a prolonged state of homelessness (usually living in motels/hotels with local welfare vouchers). With a flat grant-AFDC program, eligible persons could get immediate assistance from the state in terms of receiving the full grant prior to obtaining a rental unit. The full grant could then be used to help obtain a more permanent living arrangement.

3. **In order to continue to address the shortage of affordable rental units for the state's lowest income population, the New Hampshire Housing Finance Authority should expand its initiatives to support the development of affordable rental units by non-profit housing groups.** The state's first major housing initiative for affordable rental units, the Affordable Housing Fund, passed by the Legislature in 1988, is just getting under way. Based upon the statewide

response to this program, we strongly recommend further expansion.

4. **Every New Hampshire community should be encouraged to develop its "fair share" of affordable housing.** Many communities are working very diligently to provide more public housing, and to also require developers to set aside a certain number of "affordable" units within new, proposed projects. We recommend that the State of New Hampshire, in every way possible, require that communities have affordable housing plans, including the linkage of state grant funding to such plans.

5. **The New Hampshire private sector should seek to develop innovative ways of providing housing assistance and support to their employees.** Just as New Hampshire employers are creating new ways to assist with employee's day care needs, they should also seek to help with housing needs. In particular, new employees have difficulty obtaining housing. We believe that labor recruitment and retention would improve given employer benefit programs designed to assist with housing needs. The state should develop a specific tax credit program towards the Business Profits Tax for any employer who has developed an employee housing assistance program or contributed substantially towards a local loan or housing fund.

6. **Programs aimed at the prevention of domestic violence and child abuse must be identified by state agencies responsible (DEAS and DCYS) and should be considered as high priorities for funding by the Legislature.** The school drop-out prevention initiatives proposed by Governor Sununu and passed by the Legislature in 1988, represent an important prevention effort on behalf of our young citizens. Similarly, the state should continue to support the Domestic Violence Grant Program, fully-fund the 5% set aside for placement prevention programs of the Division for Children and Youth Services, and the prevention projects of the Advisory Board on Children and Youth Services. The New Hampshire Children's Trust Fund should be supported in its fund-raising and grant-making efforts. Further programs are critically needed to help end family cycles of domestic violence, primarily against women and/or children. As indicated earlier, substantial numbers of our young adult homeless population have been victims of serious abuse or neglect.

7. **Additional crisis, detoxification facilities must be made available in large New Hampshire communities where none currently exist.** Many homeless persons do have substance abuse problems, and when they are ready for a detoxification program there should be quick access to services. Efforts to provide substance abuse education and prevention should continue to the maximum extent possible. We must continue with all reasonable efforts to prevent, and to treat substance abuse in our state.

8. **Although mental illness cannot be "cured", New Hampshire's current system of community-based services and supports for mentally ill persons should continue to expand to meet the**

demands of the state's growing population. This state has a community-based system of care for mentally ill persons that has been ranked third best in the nation. It is our belief that this system of care is one of our state's major current assets, and that we should assure that the high quality of care, responsiveness and capacity continue to meet the demands of our ever-growing population.

While there are a number of recommendations which the Task Force believes are essential in order to deal with the broad range of problems which homeless persons and families face, there are several items in particular which are recommended for immediate funding consideration, including:

1. **Continuation of the state's Emergency Shelter Grants Program on a fully-funded basis,**
2. **New funds during Fiscal Year 1991 are needed for emergency and transitional shelter capacity increases,**
3. **A statewide, homeless information hotline should be established to provide emergency information and referrals, and**
4. **A pilot Municipal Rental Voucher Assistance Program should be established.**

The Task Force will support legislation and seek funds for these items.

In addition to the above, the Task Force urges legislative action on proposed bills brought forward by others to address needed increases in the grants and other forms of emergency and special needs assistance for Aid to Families With Dependent Children, Aid to the Totally and Permanently Disabled, and Old Age Assistance. These programs represent a significant "safety net" for the state's lowest income households, including many children, elderly and disabled persons. These people must be assisted with adequate monthly incomes which will enable them to maintain their current housing, and not to join the growing ranks of New Hampshire's homeless persons.

Excerpts from "The Death of the Hired Hand"

by Robert Frost

"Mary sat musing on the lamp flame at the table,
waiting for Warren. When she heard his step,
She ran on tiptoe down the darkened passage
To meet him in the doorway with the news
'Silas is back.' "

"What did he say? Did he say anything?"
"But little."

"Warren, I wish you could have heard the way
He jumbled everything. I stopped to look
Two or three times - he made me feel so queer -
To see if he was talking in his sleep."

"Warren," she said, "he has come home to die:
You needn't be afraid he'll leave you this time."

"Yes, what else but home?"

It all depends on what you mean by home.
"Home is the place where, when you have to go there,
They have to take you in."

"I should have called it
something you somehow haven't to deserve."

V. Appendix

A. New Hampshire Emergency Shelters

Lancaster Shelter,
Contact: Carl Lord,
Tel. 752-7001,
Capacity 8

Bancroft House, Franconia
Contact Person: none
Tel. 823-7700, 823-5356, 823-5250
Capacity 13

Headrest Lebanon
Contact: Robert Sandoe
Tel. 448-4872
Capacity 4

Bristol Shelter
Contact: Carl Lord
Tel. 752-7001
Capacity 10

Salvation Army, Laconia
Contact: Capt. Charles Brant, Jr.
Tel. 524-1834
Capacity 18

Keene Emergency Housing Coalition
Contact: Christopher Gallagher
Tel. 357-3093
Capacity 15

Jaffrey Mini-Shelter
Contact: Rev. Emily Preston
Tel. 532-7047
Capacity 6

The Friends Program, Concord
Contact: Shireen Tilley
Tel. 228-1193
Capacity 34

Salvation Army, Concord
Contact: Major Glenn Avery
Tel. 225-5586
Capacity 26

My Friends Place, Gonic
Contact: Fran Masi
Tel. 868-7496
Capacity 20

Cross Roads House, Portsmouth
Contact: David Hurley
Tel. 436-2218
Capacity 30

New Generations, Greenland
Contact: Ruthie Ford
Tel. 431-6023
Capacity 6

New Horizons for N.H., Manchester
Tel. 668-1877
Contact Person Henrietta Charest
Capacity 80

Helping Hands, Manchester
Contact: Ronald Gendron
Tel. 627-8778
Capacity 8

Manchester Emergency Housing
Contact: Susan Lafond
Tel. 624-6484
Capacity 24

Nashua Area Shelter for the Homeless
Contact: Ruth Morgan
Tel. 883-1101
Capacity 20

Harbor Homes, Nashua
Contact: Peter Kelleher
Tel. 881-8436
Capacity 4

B. Mental Health Centers

Northern N.H. Mental Health and Developmental Services,
Washington St., PO Box 1000, Conway, NH 03818
447-3347

West Central Community Mental Health Services,
Whipple Place, Lebanon, N.H., 03755
This agency has a continuous treatment team (described in recommendations) and special federal money to serve homeless mentally ill persons.
Lower Grafton: 448-1101, Sullivan Co.: 542-2578

Lakes Region Mental Health Center,
111 Church Street,
Laconia, N.H., 03246
524-l853

Central N.H. Community Mental Health Services, Inc.,
5 Market Lane, PO Box 2032,
Concord, N.H. 0330l, 228-1551
Additionally this agency has a continuous treatment team (described in recommendations)

Monadnock Family & Mental Health Services,
331 Main Street, Keene, NH 03431, 357-4400
This agency also has a continuous treatment team (described in recommendations) and special federal money to serve homeless mentally ill persons

Community Council of Nashua,
7 Prospect Street, Nashua, N.H. 03060,
889-6147
Additionally this agency has a continuous treatment team (described in recommendations) and special federal money to serve homeless mentally ill persons.

Mental Health Center of Greater Manchester,
401 Cypress Street, Manchester, NH 03103,
668-4111

Seacoast Regional Mental Health Center, Inc.,
1145 Sagamore Avenue, Portsmouth, NH 03801,
431-6703
Additionally, this agency has a continuous treatment team (described in recommendations) and special federal money to serve homeless mentally ill persons.

Strafford Guidance Center, Inc.,
130 Central Avenue, Dover, N.H 03820,
742-0630
Additionally this agency has a continuous treatment team (described in recommendations) and special federal money to serve homeless mentally ill persons.

Center for Life Management,
44 Stiles Road, Salem, N.H. 03079,
893-3548
Additionally, this agency has special federal money to serve homeless mentally ill persons

C. New Hampshire Division of Human Services District Offices

Berlin District Office (Coos County)
219 Main Street,
PO Box B, Berlin, 03570-0684
752-7800, or toll-free: 800-972-6111

Claremont District Office (Sullivan County)
17 Water St., PO Box 870,
Claremont, 03743-0870
542-9544, or toll free: 800-982-1001

Concord District Office (Merrimack County)
8 Loudon Road, Concord, 03301-5391
228-1571; or toll free: 800-322-9191

Conway District Office (Carroll County)
PO Box 1946, Conway 03818-1946
447-3841, or toll free: 800-552-4628

Keene District Office (Cheshire County)
PO Box 744, Keene, 03431-0744
357-3510, or toll free: 800-624-9700

Laconia District Office (Belknap County)
Beacon Street West,
PO Box 634, Laconia, 03247-0634
524-4485, or toll free: 800-322-2121

Littleton District Office (Grafton County)
Lisbon Road,
PO Box 260, Littleton, 03261-0260
444-6786, or toll free: 800-552-8959

Manchester District Office
(Hillsborough County)
361 Lincoln Street, Manchester, 03103-4976
668-2330

Nashua District Office
(Hillsborough County)
19 Chestnut St.,
Nashua, 03061-1025
883-7726

Portsmouth District Office (Rockingham County)
30 Maplewood Ave.,
Portsmouth, 03801-0599
431-6180

Rochester District Office (Strafford County)
40 Winter Street, Rochester, 03867-3193
Toll free: 800-862-5300
Dover Branch
90 Washington St.,
PO Box 459, 03820-0459
749-1646

Salem District Office (Rockingham County)
154 Main Street, Salem, 03079-3191
893-9763

D. Rent/Security Deposit Loan Funds

Housing Assistance Fund, Berlin
Contact: John Vezina, 752-2902

Tri-County CAP, Berlin
Contact: Carl Lord, 752-7001

Belknap-Merrimack CAP, Concord
Contact: Ralph Littlefield, 225-3295

Southwest N.H. Community Services, Keene
Contact: James Stitham, 352-7512

Unite to Help, Concord
Contact: Fran Blakeney, 225-900

Strafford County CAP
Contact: Richard Hayes, 749-1334

Rockingham County CAP
Contact: Stephen Geller, 431-2911

N.H. Non-Profit Housing Assn., Manchester
Contact: Mary Sliney, 627-2383

Nashua Pastoral Care Center
Contact: Carl Swenson, 882-5352, 882-8762

E. Community Action Programs

Belknap-Merrimack Community Action,
Director: Ralph Littlefield,
2 Industrial Park Drive, P.O. Box 1016,
Concord, N.H., 03301,
225-3295

Tri-County Community Action,
Director: Lawrence Kelly,
P.O. Box 496,
Berlin, N.H., 03570,
752-7001

Rockingham County Community Action,
Director: Stephen Geller,
600 State Street - Suite 5,
Portsmouth, N.H., 03801,
431-2911

Southern N.H. Services, Inc.,
Director: Gale Hennessy,
P.O. Box 5040,
Manchester, N.H., 03108,
668-8010 *or* (800) 322-1073

Southwestern Community Services, Inc.,
Director: William Marcello,
40 Mechanic Street, P.O. Box 603,
Keene, N.H., 03431,
357-3937

Strafford County Community Action,
Director: Richard Hayes,
P.O. Box 160,
Dover, N.H., 03820,
749-1334
(Located in the Strafford County Justice & Admin. Bldg., County Farm Road, Dover)

F. Community Land Trusts

These are private non-profit groups which preserve long-term, affordable housing, typically by owning land and assisting residents in assuming ownership of the building.

Affordable Housing Coalition, Lebanon
Contact Sue Smith: 448-4553

Amoskeag Community Land Trust, Manchester Area
Contact Elliot Berry: 668-2900

Cheshire Housing Trust, Keene
Contact Chris Gallagher: 357-3093

Concord Affordable Housing Task Force
Contact Anne Macintosh: 225-8510

Family Land Trust, Dover
Contact Nancy Ray: 332-6887

Franklin Area Community Land Trust
Contact Peter White: 267-7006

Monadnock Community Land Trust, Wilton
Contact Ross Jennings: 654-2942

Seacoast Mutual Housing Association, Portsmouth
Contact Linda Panori: 431-2911

Upper Valley Community Land Trust, Lebanon
Contact Tim Traver: 448-3062

G. Non-Profit Housing Organizations

New Hampshire Non-Profit Housing Corporation
Joseph Rivet, Executive Director
795 Elm Street, Manchester, N.H. 03101
627-2383

New Hampshire Community Loan Fund
Julie Eades, Executive Director
1 South Street, Concord, N.H. 03301
224-6669

H. Other Organizations

New Hampshire Catholic Charities,
(800) 562-5249
Kathie Rice Orshak (Manchester), 624-4717
Sr. Therese Richard (Berlin), 752-1325
Sr. Mary Griffin (Concord), 228-1108
Chris Gallagher (Keene), 357-3093
Sr. Marie West (Laconia), 528-3025
Marc Cousineau (Lebanon), 448-5151
Anthony Poekert (Littleton), 444-7727
Karen Munsell (Nashua), 889-9431
Sr. Sheila Cronin (Rochester), 332-7701
Sr. Pauline Gamache (Salem), 893-1971

New Hampshire Council of Churches
24 Warren Street, Concord, N.H. 03301,
224-1352

Child and Family Services of N.H.
P.O. Box 448, Manchester, N.H., 03105
668-1920

I. Domestic Violence Shelters

Carroll County Against Domestic Violence and Rape
Crisis Line: 356-6849
Office: 447-5309
Capacity 6

Brewer House, Laconia
Crisis Line: 524-5835
Office: 524-5835
Capacity 8

Women's Supportive Services, Claremont
Crisis Line: 543-0155
Office: 542-8338
Capacity 7

Rape & Assault Support Services, Nashua
Crisis Line: 883-3044
Office: 883-5521, Ext. 2208
Capacity 12

Rape & Domestic Violence Crisis Center, Concord
Crisis Line: 800-852-3388
Office: Tel 225-7376
Capacity 22

Emily's Place, Manchester
Crisis Line: Tel 668-2299
Office: 625-5785
Capacity 15

A Safe Place, Portsmouth
Crisis Line : 800-852-3388
Office : 436-7924
Capacity 12

J. Alcohol Crisis Intervention Programs

Headrest, Lebanon
24-hour Info Line
Tel. 448-4872
Contact: Donlon Wade
Capacity 2

Community Services Council of Merrimack County
24-hour Info Line
800-852-3388
Contact: Peter Deutsch, 225-9000
Capacity 2

Marathon House, Dublin
24 hr Info Line
563-8501
Contact: Richard Mazzochi, 563-8501
Capacity 2

Southeastern N.H. Services Program, Dover
24 hr Info Line
749-3034
Contact: Patricia Lilly, 749-3034
Capacity 14

NCA/Greater Manchester
24 hr Info Line
622-2921
Contact: Lydia Valliere, 622-2921
Capacity 12

Greater Nashua Council on Alcoholism
24 hr Info Line
880-1894
Contact: Paul Lacasse, 881-4848
Capacity 6